# IMPLEMENTING ELECTRONIC HEALTH RECORDS LESSONS LEARNED

The Prince George's County Health Department Sexually Transmitted Disease (STD) Control Program Experience

> Gwen Anderson, Public Health Program Chief 2013 STD Update Howard County Maryland June 5, 2013

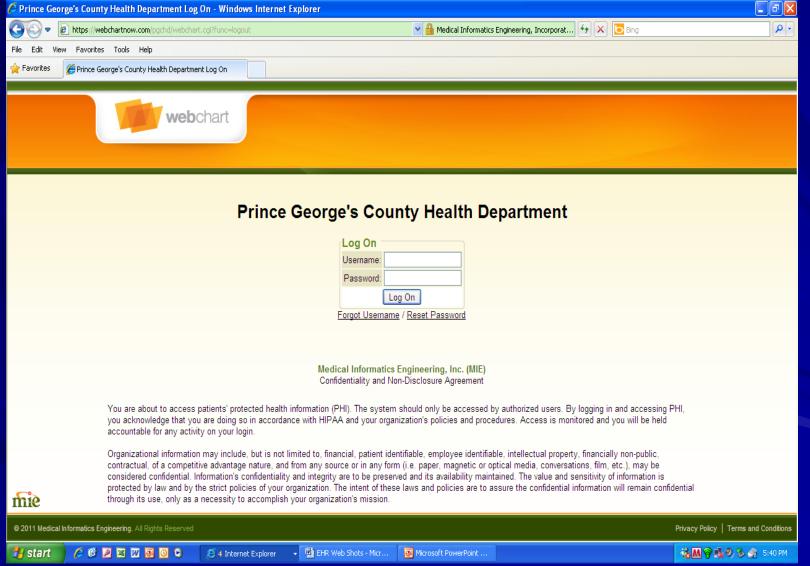
## **OBJECTIVES**

- Describe
  - challenges and
  - benefits
  - of implementing an electronic health record (EHR) system into a public health STD Clinic
- Identify
  - Opportunities in EHR utilization

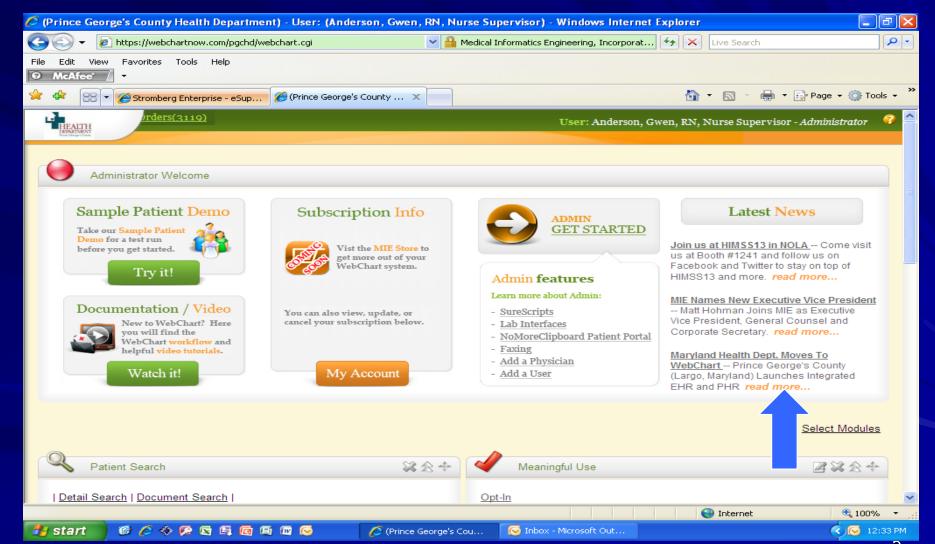
## **WEBCHART:**

The Prince George's County
Health Department (PGCHD)
Electronic Health Record (EHR)

## Transition to Electronic Health Records (EHR)



## **PGCHD EHR-WebChart**



## PGCHD EHR News



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#### Prince George's County Health Department Implements Integrated EHR and PHR System

Largo, MD - January 23, 2013 - Prince George's County Health Department is deploying a new electronic health record (EHR) system and Personal Health Records (PHRs) to further its goals of improved efficiencies in patient care and management.

The Largo, Maryland-based public health department is implementing WebChart EHR from Medical Informatics Engineering, Inc. (MIE) and an integrated PHR from NoMoreClipboard across all 25 of its clinics in three divisions - women's health, epidemiology and mental health. The first phase of the project was deployed in December 2012 with additional functionality being added in early 2013.

"We have always taken a progressive approach to healthcare," said Ernest Carter, MD at Prince George's County Health Department. "Our goal is to use health information technology as a way to improve efficiencies across the entire department which in turn, will lead to reduced costs and improved quality of care for all patients."

Prince George's County's EHR system will be used for appointment scheduling, registration and medical record documentation. The health department also plans to integrate the WebChart solution with Personal Health Records from NoMoreClipboard that will enable patients to collect and store their complete health history, and allow them to communicate electronically with their physicians.

"The PHR from NoMoreClipboard is an automatic extension of the EHR," said Barbara Banks-Wiggins, IT Project Manager at Prince George's County Health Department. "Not only will it help patients better manage their healthcare, but it will give physicians a comprehensive view of all patient data available to improve the gaps that often exist between hospital-based and office-based care."

The Prince George's County Health Department is working with ZaneNet Connect on this project. ZaneNet Connect is a Maryland-certified management service organization that helps healthcare providers select and implement health IT solutions and connect to Maryland's health information exchange.

Over 30 physicians, serving 12,855 patients, will have access to the EHR / PHR solution.

About Medical Informatics Engineering (MIE)



Internet

100%

## PGCHD Electronic Health Record

- Web based
  - accessed via internet

- Created from a primary care perspective
  - vs a public health perspective
    - Targeted services
    - Targeted Information
      - Sexual history

## EHR - WebChart

- Phase I December 3, 2012
  - Implemented Phase I of WebChart to replace the old electronic data base/medical record system that was based on paper medical records and manual data entry that had been in use since 1986
- Phase I
  - Scheduling Appointments &
  - Patient Registration in WebChart

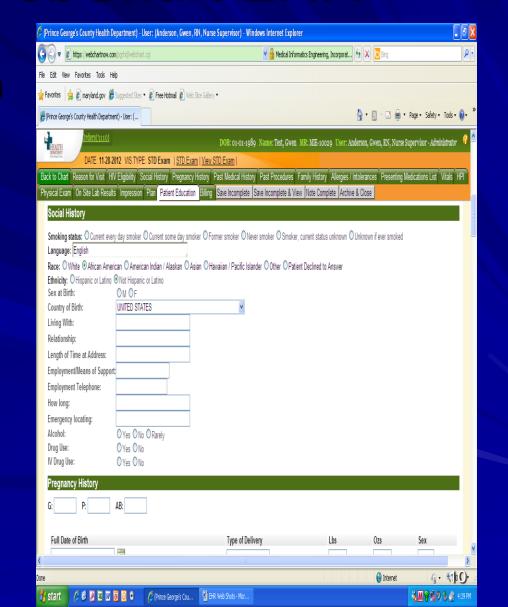
## PGCHD EHR - WebChart

- Phase II March 11, 2013
  - Implementation of Phase II
    - all STD clinical services documented in one system-WebChart
    - Discontinued use of ICIS (old system) and use of paper medical records/charts
    - All clinical documentation entered electronically
    - Labs orders entered electronically
    - Onsite Lab Results entered / Offsite Results scanned into system

## PGCHD WebChart EHR

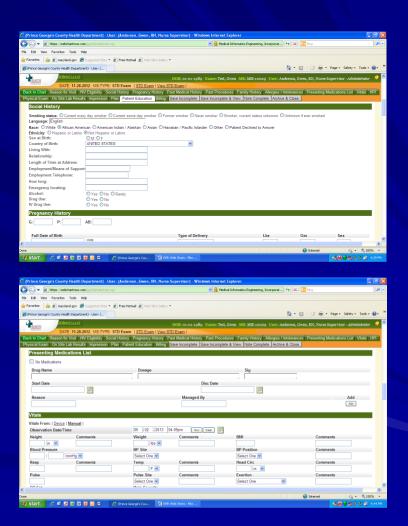
#### Clinical Documentation

- Family History
- Social History
- Medical History
- Past Procedures or
  - surgeries
- Presenting Medications
- Immunizations
- Pregnancy History
- Allergies/Intolerences
- Vitals



## WebChart Medical Record

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## PGCHD WebChart

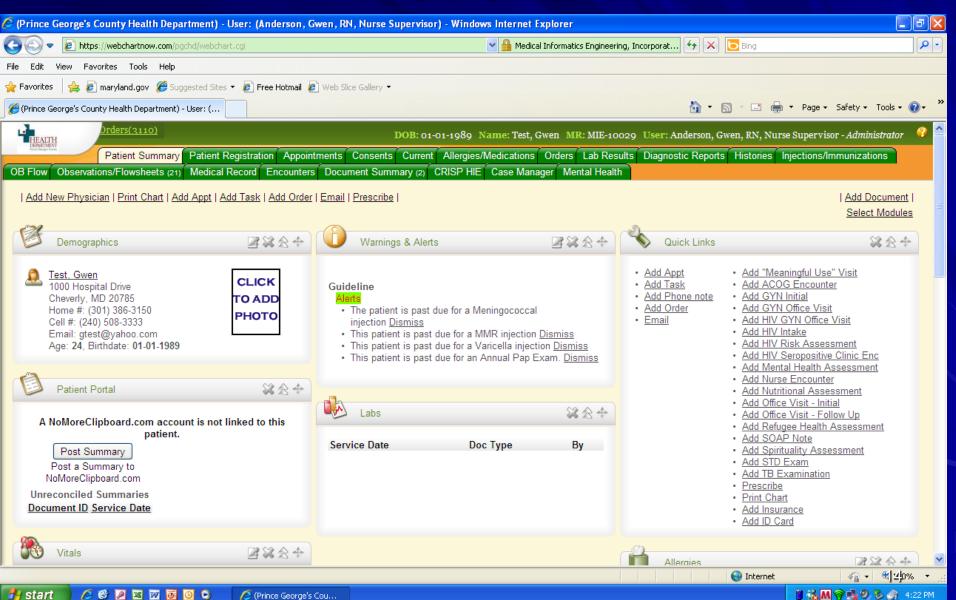
- Challenges cont'd
  - No Disease Investigation Module
    - Field Investigations, Partner Service Interviews, Reporting Requirements
    - ■Use of two (2) systems- WebChart & MIS System
  - Reports Modules Incomplete
  - Encounters Incomplete
  - Additional Customization Needed

### PGCHD Electronic Health Record

#### Benefits

- Registration
  - Scanned ID
  - Photo ID
- Appointment system
  - Ability to schedule advance appointments
  - Staff can make, view and edit appointments
- Electronic forms & documents
- All Health Department Clinics/Programs utilize one system
- Access to system available offsite

## WebChart



## WebChart-Opportunities

- Patient e-access to records/portal for patients
- Appointment reminders
- Enhanced coordinated care w/in Health Department
- Awareness of other Health Issues
  - E-Referrals

- E-prescriptions
- Interface with other systems (i.e. DHMH laboratory, Disease Investigation/Case management & reporting systems)
- Billing Capabilities



## IT IS ALL ABOUT

## PATIENTS & PATIENCE



## QUESTIONS

